

ROBBERY

1. Be Calm

- Your own personal safety and that of your employees and customers is most important. If confronted by an armed robber, stay calm and cooperate. **Do not risk physical harm**

2. Be Observant

- A good description will be vital to police, so try to remember everything you can about the robber. Do not compare notes with other witnesses, which makes it easier to become confused. Useful information may include:
 - Clothing (shirt, coat/jacket, trousers, shoes)
 - Vehicle (color, make, license number)
 - Direction of escape
 - Weapon (right- or left-handed)
 - Physical Appearance (hair color and cut, complexion, eye color, eyeglasses, height, age, weight, scars, tattoos, facial hair)
 - Speech (accent, lisp)

3. Be Cautious

- Try not to work alone but if you must, leave a radio playing in a back room to create the impression that someone else is there
- If possible, arrange counters so that customers face the street in full view of people passing by
- Avoid turning your back on customers to answer the phone or do paperwork
- Keep some “bait money” in the cash drawer with recorded dates and serial numbers which can be traced by police



Employee Theft

Many businesses suffer substantial losses each year from employee theft. Make sure this doesn't happen to you.

- When hiring, thoroughly check all references
- Do not tempt employees by having careless security or overlooking losses. Surveillance cameras will also deter employee theft
- Run irregularly scheduled surprise audits or have a third party audit your books once a year

Riverside Police Services

To report a crime:

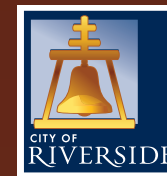
**EMERGENCY ONLY
CALL 911**

**Non-emergency
354-2007**

more information online at:
RPDOnline.org



SERGIO G. DIAZ
CHIEF OF POLICE



City of Arts & Innovation

Don't Invite Theft

A guide to
business security



Integrity Service Excellence



**Riverside Police Department
and City residents working
together to prevent crime**

www.RPDOnline.org

If you own or manage a business, here's a few ways to prevent theft.

BURGLARY

1. Doors and Windows

- Use deadbolt locks on all exterior doors. Those with glass should have double cylinder deadbolts
- Check all doors and windows each day before closing
- Make sure all keys issued are signed for and turned in when an employee leaves the company. You may even want to change locks and combinations. Do not use written labels on keys
- If you have doors with outside hinges, use non-removable hinge pins. Install panel doors lined with metal to resist drilling
- Place steel-reinforced bars on doors and windows on the sides and rear of buildings
- Check all exterior openings such as fire escapes, roof openings, air ducts, loading docks, etc. to ensure everything is secure
- Before leaving, check all potential hiding places such as bathrooms, closets and storage areas to make sure no one gets locked inside

2. Lights

- Light up all entrances with vandal-proof fixtures
- Keep some lights on inside, and place them near the rear so that an intruder's silhouette can be seen from the street

3. Alarm Systems

- Install a good alarm system and have it checked regularly. Make sure it has sensors at all potential points of entry, including doors, windows, roof openings, loading docks and vents

4. Your Cash

- Keep as little cash on hand as possible. Make bank deposits frequently, but irregularly so as not to establish a discernible pattern
- Securely anchor your safe in a highly visible, well lit location
- Empty your cash drawers and leave them open after hours
- Keep the premises visible from the street; avoid blocking the interior view with high window displays and/or advertisements on windows
- Keep trees and shrubs around entrances trimmed
- Don't leave ladders or tools outside

Some Additional Tips

- If a burglar does get in, don't make it easy to remove items. Bolt racks to the floor, alternate hangers on the rack and lock small valuables in cabinets
- If you discover a break-in, call the police immediately. Don't enter the premises until police arrive. The thief may still be inside, or you may disturb evidence



SHOPLIFTING

1. Watch for them

- Install convex mirrors, closed circuit TV cameras or, if your business merits it, use security officers
- Train your personnel to spot shoplifters and encourage them to always be on the lookout
- If possible, greet each person that enters your business and maintain eye contact so they will know you are aware of their presence
- Pay particular attention to fitting rooms and other isolated areas

2. Physical Arrangements

The way you arrange counters and displays can deter shoplifters

- Put displays in full view of all employees
- Lock small items that can be easily slipped into a pocket or handbag, in counter cases if possible
- Keep expensive items away from entrances

3. Prosecute

Shoplifters must know that you mean business. Decide on a policy of prosecuting offenders, follow through with it and advertise you have done so